



Roy Cooper North Carolina Attorney General

Information about the Dell Settlement

Attorney General Roy Cooper and attorneys general of 34 other states have reached an agreement with Dell to improve the company's sale practices and customer service. Under the agreement, Texas-based Dell, Inc., and its subsidiary, Dell Financial Services, LLC, have agreed to pay \$1.5 million in refunds to eligible consumers who file claims postmarked by April 13, 2009.

A copy of the claim form and instructions are available at www.ncdoj.gov. Please read the Q&A below to determine if you are eligible to apply for a refund.

Q&A ABOUT THE DELL SETTLEMENT

Who is eligible for restitution under the Dell multi-state settlement?

Anyone who bought Dell goods or services between April 1, 2005 and April 13, 2009 AND experienced one or more of the following may be eligible for restitution:

- A problem with a Dell financing offer
- A problem with a Dell rebate
- A problem with Dell financing
- A problem with a Dell repair, warranty or servicing

How will I know if I'm eligible?

1. First you have to complete a claim form and submit it.
2. Your claim will be reviewed. If you are not eligible, you will be notified that you are not eligible and you will be sent a complaint form so that your complaint can be processed through normal channels. If you are eligible you will be mailed a check once all claims have been received and evaluated.

When will I get my check?

Claims may be submitted for 90 days after the effective date. The claim period ends April 13, 2009. Dell then has until June 22, 2009 to mail the checks to eligible claimants.

I received the claim form and I have questions about how to fill it out.

We cannot give you direct assistance in completing the claim form. We can only ask that you identify the problems you experienced and that you do the best you can to provide specific dollar amounts that you paid out-of-pocket to Dell or in an effort to resolve one or more of the problems that you've identified.

I no longer have any invoices, statements or documents relating to my problems or purchase. Can I still file a claim?

Yes. We are not going to require you to produce documentation that you do not have in order to file a claim. We may, however, need to work with you and/or Dell to verify your claim and claim amount.

I already filed a complaint with your office against Dell. Do I need to also file a claim?

Yes. If you filed your complaint recently, we sent you a claim form if your complaint was not resolved or if we reviewed your complaint and believe that the issues in your complaint may make you eligible for restitution.